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## 311 e-Services Request Types

Now you can contact the 311 Call Center for information, to make a comment, or to request a city service whenever it is most convenient for you. You can attach an image, a map of the area, or whatever documentation you feel will assist us with locating or understanding your concern. Remember to always include an address and cross-streets for locations that you want serviced. Below is a list of city services that you can request through email. **Requests that require immediate attention should still be phoned in** (Go to our [homepage](#) for office hours and dialing instructions).

Click Department link to learn more information about each request type

### [Buildings and Safety Engineering](#)

#### ***Demolitions Division***

Dangerous Buildings Complaints

#### ***Property Maintenance Division***

Property Maintenance - Complaint against Owner  
Or Property

### [Fire](#)

#### ***Fire Community Relations Division***

Fire Education Cancellation  
Fire Education Request

### [General Services](#)

#### ***Ground Maintenance and Forestry Division***

Belle Isle Building Maintenance  
Belle Isle Ground Maintenance  
Building Maintenance at a Rec. Center  
Flower Maintenance at a Park/Playground  
Grass Maintenance at Park/Playground  
Maintenance at a Park/Playground  
Median Maintenance  
Tree - Dead Removal  
Vacant Lot – Trim/Cut Weeds

### [Health Services](#)

#### ***Animal Control and Care Division***

Animal - Barking Dog  
Animal - Dog/Cat Owner Complaint  
Animal – Farm/Wild Animal Report  
Animal – Stray

### [Municipal Parking](#)

Meter Broken or Vandalized

### [Public Lighting](#)

Public Lighting - Lamp Out

### [Public Works](#)

#### ***Environmental Enforcement Division***

Code Enforcement  
Illegal Dumping  
Rodent Control Education/Prevention  
Rodent Extermination

#### ***Solid Waste Division***

Bulk Pickup – Missed  
Courville Handicap Assistance  
Dead Animal Pickup  
Refuse Container - Request  
Refuse Pickup - Missed

#### ***Street Maintenance Division***

Barricade Request - Special Events  
Barricades - Pickup  
Pothole Repair  
Street Sweeping - Request

#### ***Street and Traffic Engineering Division***

Pavement Marking

### [Recreation](#)

Golf Course Complaint  
Marina Complaint  
Swimming Pool Maintenance

### [Transportation Department](#)

Bus Condition Int/Ext Cleanliness  
Bus Condition Int/Ext Repair  
Bus Shelter Repair  
Bus Stop/Shelter Clean  
DDOT Request for Information  
Special Fares Application Request



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**311 e-Services Request Types**

## **Buildings and Safety Engineering Department**

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### ***Demolitions Division***

#### **Dangerous Buildings Complaints**

Use this request type to report vacant buildings or structures that are:

- Open to the elements
- Is not secured and is open for trespassing
- Has been fire damaged or has collapsed
- Is not being maintained - (overgrown grass, broken window, debris, etc.)
- Is located within two blocks of a school

Remember to let us know about any of the things above that you notice. Also, don't forget to include your contact information, the address of the property that you are reporting (including cross streets), name of building (if available) and any other pertinent information that you are able to obtain.

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### ***Property Maintenance Division***

#### **Property Maintenance - Complaint against Owner Or Property**

Use this request type to report vacant buildings or structures that are unkempt, being neglected or in disrepair.

##### **Let us know:**

- The address of the property that you are reporting
- The cross streets
- The type of structure it is, i.e., an apartment building, a single-family home, a duplex, etc.
- Your contact information

Remember to describe the problems or your concerns in detail.

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**311 e-Services Request Types**

## **Detroit Fire Department**

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### ***Fire Community Relations***

#### **Fire Education Cancellation**

Use this request type to cancel or to reschedule your Fire Education.

**You must provide:**

- The name of your group or organization
- The contact person's information - (name, phone number)
- The time and date that the event was scheduled for
- The type of event that you were hosting
- The Fire Company that was scheduled to appear (if known) - **Ex.** Engine Company 5
- Your reason for the cancellation
- The date that you wish to reschedule - (if this applies)

#### **Fire Education Request**

Use this request type to schedule Fire Education for your group, block club or organization.

**You must provide:**

- The name of your group or organization
- The contact person's information - (name, phone number)
- The time and date that the event is scheduled for - (The date must be at least two weeks from today's date)
- The type of event that you are hosting
- The Fire Company that is scheduled to appear (if known) - **Ex.** Engine Company 5
- The number of adults that you expect to attend
- The number of children that you expect to attend
- The number of senior citizens that you expect to attend

Remember to provide additional information like; the number of *special needs* people who will be in attendance and what their special needs are.

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## General Services Department

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### ***Ground Maintenance and Forestry Division***

#### **Belle Isle Building Maintenance**

Use this request type to report building maintenance needs at Belle Isle Park.

**You should:**

- State the problem in detail – (**Ex.** - Men's Rest Room need, lights are out, floors need cleaning, etc.)
- Give specific direction – (**Ex.** - The spill is near the first stall in the restroom near the Belle Isle casino)

Also, include that date and time that you first noticed the problem.

#### **Belle Isle Ground Maintenance**

Use this request type to report problems with the grounds at Belle Isle Park.

**Let us know:**

- The nature of the problem, i.e., bird waste in the area needs to be removed, trash and debris needs to be removed, etc.
- Describe the problem in detail
- Where, exactly the problem is located

Also, include that date and time that you first noticed the problem.

#### **Building Maintenance at a Rec. Center**

Use this request type to report problems with Recreation Centers.

**Let us know:**

- The nature of the problem
  - The time and date that you became aware of the problem
  - Describe the problem in detail
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311 e-Services Request Types

## General Services Department (Continued)

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### ***Ground Maintenance and Forestry Division (Continued)***

#### **Flower Maintenance at a Park/Playground**

**Special Note:** GSD cuts and maintains **open parks** only. If you are interested in our **Adopt-A-Park** program or would like to learn more about it phone the 311Call Center.

Use this request type to report issues with the parks flowers and plants.

**Let us know:**

- Where, exactly, does the issue exist - (name of park, location of flowers, etc)
- What the problem is - (describe in detail)

#### **Grass Maintenance at Park/Playground**

Use this request type to report issues with the lawn at a park or playfield.

**Let us know:**

- Where, exactly, does the issue exist - (name of park, location or area in park, etc)
- What the problem is - (grass is dead, grass needs cutting, weeds, etc. – Describe in detail)

#### **Maintenance at a Park/Playground**

Use this request type to report issues concerning repairs, debris, etc.

**Let us know:**

- Where, exactly, does the issue exist - (name of park, location or area in park, etc)
- What is the problem - (Describe in detail)

#### **Median Maintenance**

Use this request type to report issues concerning the islands (Median: The dividing area, either paved or landscaped, between opposing lanes of traffic on some highways. Also called boulevard, mall, medial strip, meridian, or neutral ground).

**Let us know:**

- Street name and Cross Streets
- What is the problem - (Describe in detail)
- When did you noticed the problem - (If known, give date and time)
- Provide your contact information



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## General Services Department (Continued)

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### ***Ground Maintenance and Forestry Division (Continued)***

#### **Tree - Dead Removal**

Use this request type to report issues concerning a dead 'City' tree. (City trees are generally located in the Berm area, i.e., the area between the sidewalk and the street)

**Let us know:**

- Street name
- Cross Streets
- Address closest to where the tree is located
- Whether or not the tree has fallen
- Describe the problem - (Provide details)
- When did you noticed the problem - (If known, give date)
- Provide your contact information

#### **Vacant Lot – Trim/Cut Weeds**

Use this request type to report vacant lots in your area that need cutting.

**Let us know:**

- Address of vacant lot - (if not known, then give us an address that's either, directly across from, or on either side of the lot that your are reporting)
  - Street name
  - Cross Streets
  - What is the problem - (Describe in detail)
  - When you noticed the problem - (If known, give date)
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311 e-Services Request Types

## Department of Health And Wellness Promotions

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### ***Animal Control and Care Division***

#### **Animal - Barking Dog**

Use this request type to report barking dogs in your neighborhood. **Note: Animal Control REQUIRES your contact information in order to process a Barking Dog complaint.**

**Let us know:**

- Is the dog is owned by one of your neighbors
- Address where barking dog resides
- Where the dog is currently located - (front yard, rear yard, porch, vacant property...)
- Where the dog is when this happens
- Does the dog barks habitually, or is this the first time
- If this occurs habitually, then when does this occur - (provide time or days)

#### **Animal - Dog/Cat Owner Complaint**

Use this request type to dogs or cats in your neighborhood that are being neglected abused or is not being properly cared for. **Note: Animal Control REQUIRES your contact information in order to process a Dog/Cat owner complaint.**

**Let us know:**

- Address where animal resides
  - Current location of the dog or cat - (inside property, front yard, rear yard, porch, vacant property...)
  - The nature of your complaint, e.g., dog/cat is constantly loose or is the animal is being abused, mistreated, neglected, etc.
  - Other - (please specify)
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### 311 e-Services Request Types

## Department of Health And Wellness Promotions (Continued)

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### ***Animal Control and Care Division (Continued)***

#### **Animal – Farm/Wild Animal Report**

Use this request type to report animals that would normally be found on a farm or in the wild, e.g., Chicken, Rooster, Goat, Coyote or other. **Note: Animal Control REQUIRES your contact information in order to process a Farm/Wild Animal report. If the animal(s) is aggressive, predatory or threatening complete email then contact 911 immediately.**

##### **Let us know:**

- Type of animal you are reporting
- Address where animal(s) resides or was last seen
- To your knowledge has the animal bitten anyone
- Current location of the animal(s) - (inside, front yard, rear yard, porch, vacant property...)

#### **Animal – Stray**

Use this request type to report stray animals.

##### **Let us know:**

- Type of animal(s) you are reporting
  - Does the animal(s) belong to someone in your neighborhood
    - If yes, where does animal(s) resides
  - Current location of animal(s)
  - Where was the animal(s) last seen or which way was it traveling
  - Has the animal bitten anyone
  - Does animal have license or ID tag
  - If Confined, describe how the animal is confined
  - What condition is the animal in – (has it been injured or does it appear healthy)
  - Your contact information, including best time to reach you by phone
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311 e-Services Request Types

## Municipal Parking Department

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### Meter Broken or Vandalized

Use this request type to report broken or vandalized parking meters.

**Let us know:**

- Street name and/or nearest address
  - Cross Streets
  - Meter number
  - If money was inserted, how much time was registered on meter's display
  - When did you noticed the problem - (give date and time)
  - Describe problem or incident
-



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## 311 e-Service Request Types

### Public Lighting Department

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#### ***Public Lighting - Lamp Out***

Use this request type to report street lamps that are out.

**Let us know:**

- Address and Street name closest to street lamp that you are reporting
  - Cross Streets
  - Where is it located - (front, side, alley)
  - When you noticed the problem - (give date)
  - Describe problem or incident – (If applies)
  - Your contact information
-



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311 e-Service Request Types

## Department Of Public Works

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### ***Environmental Enforcement Division***

#### **Code Enforcement**

Use this request type to report environmental ordinance violations. You can report, dog feces in a yard, un-shoveled snow on walkway, rodents, (causing) rat haborage, early bulk set-outs, improper storage of refuse contain or a contain, or hazardous conditions (i.e., motor oil, chemicals, biological items, etc.) **Note: To report squatters, please call 911.**

#### **Let us know:**

- Street name and address
- Cross Streets
- When you noticed the problem - (give date)
- If you are reporting debris:
  - Approximately how much debris was there - (Your black refuse container holds 3 cubic yards of rubbish – was there more than would fit in your refuse container?)
  - Where the debris was located - (**Ex.** – Alley, front, side, rear yard, etc.)
  - What type of items were there - (Be descriptive – **Ex.** – There was approximately 15 cubic yards of furniture and boxes of miscellaneous items in the alley behind 12345 Detroit rd.)
- If you are reporting high weeds, were they in front, on the side, in the rear yard, the alley or around the entire property
- If you are reporting an inoperable vehicle, where is it located on the property - (Give description including year and make – be as detailed as possible)
- If you noticed rodents, where were they seen

#### **Illegal Dumping**

Use this request type to report illegal dumpsites in your neighborhood. **Note: If dumping is occurring now, do not continue, contact 911 immediately. If the debris that you are reporting is blocking traffic, the right of way, do not continue, contact the 311 Call Center by phone (if during regular business hours)**

#### **Let us know:**

- Street name and Cross Streets – (Provide address if available - If giving an approximate address, please specify)
- When did you noticed the problem - (give date)
- Location of debris - (Be descriptive)
- Is this vacant property or a lot
- Is this from an eviction
- Type of debris - (Be descriptive)
- How much debris is there - (Remember, your black refuse container holds approximately 3 cubic yards of rubbish)



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311 e-Service Request Types

## Department Of Public Works (Continued)

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### ***Environmental Enforcement Division (Continued)***

#### **Rodent Control Education/Prevention**

Use this request type to request someone from DPW to educate you or your group on rodent prevention. Learn more on eradication or how to help prevent the rodent population from growing and harboring.

**Let us know:**

- Your name, contact information and/or name of your group or organization
- Street and address where rodent education will be given
- Cross Streets
- Your objective - (i.e., to receive literature, to have presentation, to receive consultation, or to receive an environmental assessment)
- If for literature, approximately how many people will you need it for
- If for presentation, how many do you expect to attend
- If for assessment, what type of structure is it

#### **Rodent Extermination**

Use this request type to request rodent extermination.

**Let us know:**

- Address and Street name
  - Cross Streets
  - When and where you noticed rodents - (give date)
  - What is the condition of the property – (vacant, occupied)
  - Is this for your property or place of residence
  - Your contact information
-



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311 e-Service Request Types

## Department Of Public Works (Continued)

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### ***Solid Waste Division***

#### **Bulk Pickup – Missed**

Use this request type if you are reporting your bulk items being missed on your regularly scheduled pickup day.

**Let us know:**

- Your address and Street
- Cross Streets
- When you noticed that your bulk was missed - (give date and time)
- Describe the type and amount of items that were put out for but pickup
- Your scheduled bulk pickup date

#### **Dead Animal Pickup**

Use this request type to have a dead animal removed. **Note: Animal cannot weigh over 100 lbs.**

**Let us know:**

- Address and Street name
  - Cross Streets
  - What type of animal is it
  - Where is the animal located - (in street, near curb, on median, at vacant dwelling, on vacant lot, yard)
  - What is the animal contained in - (box, bag, other, nothing)
-



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311 e-Service Request Types

## Department Of Public Works (Continued)

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### ***Solid Waste Division (Continued)***

#### **Refuse Container – Request**

Use this request type to request a new container, replacement, removal or repair. **See the DPW website for [more information](#).**

##### **Let us know:**

- Address and Street name - (include your contact information)
- Cross Streets
- Property Type - (Single-Family home, Multi-Family Residence, Apartment Building, Commercial)
- Service being requested:
  - Additional Container
  - New Container – (Use if this is a new construction)
  - Removal - (provide reason, i.e., multiple containers, vacant property, other)
  - Repair - (describe the damage, e.g., burnt, cracked body, hole in the bottom, other or let us know what needs repair, e.g., wheels, lid, handle)
  - Replacement - (are you requesting a replacement due to: it falling into the refuse truck's hopper, because it was stolen – include police report number, or other?)

#### **Refuse Pickup – Missed**

Use this request type to report that your refuse/yard waste was missed on your pickup day.

##### **Let us know:**

- Address and Street name
  - Cross Streets
  - Were other containers missed on this block
  - What type of container was it - (95 Gallon, 400 Gallon, Green container)
  - Was this for handicap assistance
  - Was this for yard waste - (was it in paper bags or plastic/metal container? Were there also bulk items?)
  - Where is the container located now
-



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311 e-Service Request Types

## Department Of Public Works (Continued)

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### ***Street Maintenance Division***

#### **Barricades – Pickup**

Use this request type to report barricades that are no longer needed or which may have been forgotten.

##### **Let us know:**

- Street name
- Cross Streets
- Location of barricades - (Alley, Berm, Median, Park, Playfield, Private Property, Vacant Lot, Other)
- Last date that you noticed they were there
- Contact information

#### **Pothole Repair**

Use this request type to report potholes.

##### **Let us know:**

- Street name
- Cross Streets
- Location of pothole(s) - (Alley, Street)
- Last date that you noticed they were there (any other pertinent information about the area)
- Estimation of the length, width and depth of the pothole
- How many potholes are you reporting
- Contact information

#### **Street Sweeping – Request**

Use this request type for street sweeping requests.

##### **Let us know:**

- Street name
- Cross Streets
- Reason for request – (Street was missed, Dissatisfied with work, Sign not posted, Special Event)
- If the street or an area was missed, was it due to cars that were parked in the area
- If this is for an event, what date is the event - (or when was the event held)
- Which date are you requesting for the street to be swept
- Contact information



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311 e-Service Request Types

## Department Of Public Works (Continued)

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### ***Street and Traffic Engineering Division***

#### **Pavement Marking**

Use this request type if you are requesting that the street or crosswalk be marked.

#### **Let us know:**

- Street name
  - Cross Streets
  - Reason for request – (Old marking has worn off, area never has been marked)
  - Type of marking - (Street lines, crosswalk, other)
  - Contact information
-





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## 311 e-Service Request Types

### Recreation Department

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#### **Golf Course Complaint**

Use this request type if you have a complaint about a city-operated golf course.

**Let us know:**

- Name of golf course
- Describe the nature of your complaint
- Which date/time were you there
- Was a golf course Supervisor notified of your complaint
- Contact information

#### **Marina Complaint**

Use this request type if you have a complaint about a city-operated marina.

**Let us know:**

- Name of marina
- Describe the nature of your complaint
- Which date/time were you there
- Was a marina Supervisor notified of your complaint
- Contact information

#### **Swimming Pool Maintenance**

Use this request type if you have a complaint about a city-operated swimming pool.

**Let us know:**

- Name of pool
  - Describe the nature of your complaint
  - Which date/time were you there
  - Was a pool Supervisor notified of your complaint
  - Contact information
-



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311 e-Service Request Types

## Detroit Department of Transportation

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### Bus Condition Interior/Exterior Cleanliness

Use this request type if you have a complaint about the cleanliness of a city bus.

**Let us know:**

- What is the bus line or route number
- What is the bus number - (If known)
- Which date/time were you there or when did you notice this
- What part(s) of the bus requires cleaning
- Would you like a written response from DDOT
- Contact information

### Bus Condition Interior/Exterior Repair

Use this request type if you report a city bus that is in need of repair.

**Let us know:**

- What is the bus line or route number
- What is the bus number - (If known)
- Which date/time were you there or when did you notice this
- What needs repairing on this bus - (Describe what you noticed)
- Would you like a written response from DDOT
- Contact information

### Bus Shelter Repair

Use this request type if you report a city bus shelter/stop that is in need of repair.

**Let us know:**

- Where is the bus shelter/stop located - (Street and Cross Street)
- Which side of the street is the shelter/stop located on - (East, West, North, South)
- What part of bus shelter/stop needs repair
- Which date/time were you there or when did you notice this
- What needs repairing at this bus shelter - (Describe what you noticed)
- Would you like a written response from DDOT
- Contact information



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311 e-Service Request Types

## Detroit Department of Transportation (Continued)

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### Bus Shelter/Stop Cleaned

Use this request type if you want to report a city bus shelter/stop that is in need of cleaning.

**Let us know:**

- Where is the bus shelter/stop located - (Street and Cross Street)
- Which side of the street is the shelter/stop located on (East, West, North, South)
- What part of bus shelter/stop needs repair
- Which date/time were you there or when did you notice this
- What needs repairing at this bus shelter - (Describe what you noticed)
- Would you like a written response from DDOT
- Contact information

### DDOT Request for Information

Use this request type if you want to request literature or information about DDOT.

**Let us know:**

- What type of literature are you requesting
- Which format do you require - (Audio, Arabic, Braille, Large Print, Spanish)
- What is the bus line or route number
- How many copies are you requesting

### Special Fares Application Request

Use this request type if you would like to request a Special Fares Application.

**Let us know:**

- Are you with an agency
  - If you are with an agency provide the agency name
  - If you are with an agency, does your agency have Michigan licensed professionals
  - How many applications are you requesting
  - Which format do you require - (Audio, Arabic, Braille, Large Print, Spanish)
  - Contact information
-